



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 9330

SERIAL NUMBER 10/698,854	FILING OR 371(c) DATE 10/31/2003 RULE	CLASS 715	GROUP ART UNIT 2112	ATTORNEY DOCKET NO. 24636-09986
APPLICANTS W. Donald Matthews, Toronto, CANADA; Dejan Slokar, Toronto, CANADA;				
** CONTINUING DATA ***** This application is a CIP of 10/462,417 06/16/2003 ABN which is a CON of 10/327,812 12/21/2002 ABN which claims benefit of 60/342,626 12/21/2001				
** FOREIGN APPLICATIONS *****				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED** SMALL ENTITY ** ** 02/04/2004				
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged _____ Examiner's Signature Initials		STATE OR COUNTRY CANADA	SHEETS DRAWING 32	TOTAL CLAIMS 115
				INDEPENDENT CLAIMS 14
ADDRESS AIR MAIL DONALD W. MATTHEWS 136 LANGFORD AVENUE TORONTO, ONM4J3E3 CANADA				
TITLE Methods of providing direct technical support over networks				
FILING FEE RECEIVED 1778	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	